



Brunswick South Primary School Communication with school staff policy

Policy	Review Date:	Responsible for
Implementation Date:	2026	Review:
2023		Policy Subcommittee

Purpose

This policy explains how Brunswick South Primary School proposes to manage common enquiries from parents and carers.

Scope

This policy applies to school staff, and all parents and carers in our community.

Policy

Brunswick South Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, use Compass or phone 9380 1231 or email Brunswick.south.ps@education.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the front office on 9380 1231
- to discuss a student's academic progress, health or wellbeing, please contact your classroom teacher
- for enquiries regarding camps and excursions, please contact classroom teacher
- to make a complaint, please also refer to our Complaints policy, available: on the school website
- to report a potential hazard or incident on the school site, please contact the office on 9380 1231
- for parent payments, please contact our Office on 9380 1231
- for all other enquiries, please contact our Office on 9380 1231 or email Brunswick.south.ps@education.vic.gov.au.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 2 -3 days for matters that require a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

Interpreting Services

We can arrange for interpreting support if you are from a language background other than English and need help with understanding important educational information about your child. Contact Assistant Principal on 9380 1231 for more information.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@education.vic.gov.au

Communication

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website (or insert other online parent/carer/student communication method)
- Included in staff induction processes and staff training
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Reminders in our school newsletter
- Hard copy available from school administration upon request

Review Cycle

This policy will be reviewed in 2026